



**U.S. DEPARTMENT OF COMMERCE**  
**National Oceanic and Atmospheric Administration**  
NATIONAL WEATHER SERVICE  
Silver Spring, Md. 20910

MEMORANDUM FOR: All NWS Regional Headquarters, Regional Maintenance Specialists, Electronic Systems Analysts, and Electronics Technicians [Engineering Handbook (EHB)-13, Series II distribution]

FROM: W/OPS1 - Mark Paese (Acting) **Signed by Mark**  
**S. Paese**

SUBJECT: Transmittal Memorandum for EHB-13 Series II,  
Issuance 02-10

1. Material Transmitted:

Engineering Handbook No. 13 Series II, Advanced Weather Interactive Processing System (AWIPS), Section 1.0, AWIPS Information Note 12, IBM Linux Workstation Maintenance Concept.

2. Summary:

AWIPS Information Note 12 provides IBM support line and Maintenance concept information.

3. Effect on Other Instructions:

None.



AWIPS INFORMATION NOTE 12, REV A (for Electronic Systems Analysts)

Maintenance Logistics & Acquisition Division

W/OPS1: FJZ

**SUBJECT** : IBM Linux Workstation Maintenance Concept

**PURPOSE** : To provide IBM Support Line Information

**AFFECTED SITES** : All AWIPS sites that received the IBM Linux workstation.

**TECHNICAL SUPPORT :** For questions or problems regarding these instructions please contact Franz J.G. Zichy at 301-713-1833 x128. For questions on installing software, please contact the NCF at 301-713-9344.

## **INFORMATION**

### **A. Hardware Resolution**

The IBM workstations are covered by a 3-year, 4-hour response, on-site maintenance.

1. In the event sites receive physically damaged IBM workstations, please notify Mr. Jeff Brown at 800-656-0833 x6137 or e-mail him at [jjbrown@ibm4pcs.com](mailto:jjbrown@ibm4pcs.com) for replacement parts.
2. For other IBM hardware problems call 800-426-7378.
3. If after workstation installation sites require Linux or O/S support, call the IBM support line at 800-237-5511, and provide them with the **IBM customer number 9234207**.

### **B. Software Installation and Equipment Monitoring**

1. When sites receive instructions from their regional AWIPS focal point to connect the Linux workstations to the AWIPS LAN, install R5.1.2, and the R5.1.2.1 R5.1.2.2 patches.
2. Once the software is installed, the Network Control Facility (NCF) will load the IT/Ops agents and templates on each machine to monitor the new workstations.

### **C. Software Resolution**

Sites are asked to treat the IBM Linux workstation software issues the same way as the HP-UX workstations. In the event sites experience software problems with their new IBM workstations, call the NCF at 301-713-9344.

**NOTE:** The NCF is only authorized to monitor nationally deployed Linux boxes; those using lx-1 and lx-2 hostnames.

#### **D. Recovery CDs**

IBM recovery cds are now stocked at National Logistics Support Center (NLSC) in Kansas City, MO. The set of 3 cds can be ordered under ASN: M100–MP17.

#### **E. Replacement Workstations**

In the event of a catastrophic failure, IBM Linux workstations are available through the NLSC and can be ordered with NWS Headquarters approval. The workstations are cataloged under ASN: M100-8LWX.

#### **Reporting Instructions**

Failed IBM Linux Workstations sent to NRC must be deactivated from the EMRS database. Submit a WS form A-26 using the equipment code AWLNX, a Type Maintenance code of E and an Action Taken code of B (deactivate). Include maintenance activity associated with the equipment failure on the A-26 used for deactivation. Be sure to include the serial number of the failed unit.

Submit another A-26 to activate the new IBM Linux workstation in the EMRS database. Use an equipment code of AWLNX, a Type Maintenance code of E and an Action Taken code of A (activate). Be sure to include the serial number of the new unit.

Two sample WS Form A-26s are provided as Attachment A-1 and A-2

## Signed by Mark S. Paese

Mark Paese  
Acting Chief, Maintenance, Logistics, and Acquisition Division

Attachment A - WS Form A-26 Sample  
Attachment B - WS Form A-26 Sample

## Attachment A - WS Form A-26 Sample

WS FORM A-26 (4/94)		WS FORM A-26 (4/94)				U.S. DEPARTMENT OF COMMERCE NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION NATIONAL WEATHER SERVICE				Document Number <b>G 49978</b>			
<b>ENGINEERING MANAGEMENT REPORTING SYSTEM MAINTENANCE RECORD</b>													
<b>General Information</b>		1. Open Date <b>3 / 28 / 02</b>		Time <b>0900</b>		2. Initials <b>JMM</b>		3. Response Priority (check one) <input type="radio"/> Immediate <input type="radio"/> Routine <input checked="" type="radio"/> Not Applicable		4. Close Date <b>3 / 29 / 02</b>		Time <b>1300</b>	
5. Description <b>AWIPS IBM Linux workstation failed; must be replaced through NLSC.</b>													
<b>Equipment Information</b>		6. Station ID <b>ILM</b>		7. Equipment Code <b>AWLNX</b>		8. Serial Number <b>78-R9415</b>		9. TM <b>E</b>		10. AT <b>B</b>		11. How Mal. <b>401</b>	
12. EQUIPMENT OPERATIONAL STATUS TIMES		a. Fully Operational <input type="text"/>		b. Logistics Delay <input type="text"/>		Partly Operational		c. All Other <input type="text"/>		d. Logistics Delay <b>24:00</b>		Not Operational e. All Other <b>4:00</b>	
<b>13. Parts Failure Information</b>										<b>14. Work Load Information</b>			
Block #	a. ASN	b. NSN	c. TM	d. AT	e. How Mal.	f. Qty.	g. Maint. Hrs.	Type	Staff Hrs.				
1	<b>M100-8LWX</b>		<b>C</b>	<b>R</b>	<b>401</b>	<b>1</b>	<b>3:00</b>	a. Routine					
2								b. Non-routine	<b>4:00</b>				
3								c. Travel					
4								d. Misc.					
5								e. Overtime					
<b>Miscellaneous Information</b>		15. Maintenance Comments <b>AWIPS Linux workstation determined to have hardware failure. Packed up equipment and shipped to NLSC.</b>								16. Initials <b>JMM</b>			
17. SPECIAL PURPOSE REPORTING		a. Mod. No.		b. Mod./Act./Deact. Date <b>3/29/02</b>		c.		d.		e.			
18. CONFIGURATION MGMT. REPORTING (use as directed)		ASN <b>M100-8LWX</b>		Vendor Part Number (New Part)		Serial Number (Old Part) <b>78-R9415 C</b>		Serial Number (New Part) <b>EXAMPLE123</b>					

## Attachment B - WS Form A-26 Sample

WS FORM A - 26 (4/94)		WS FORM A-26 (4/94)				U.S. DEPARTMENT OF COMMERCE NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION NATIONAL WEATHER SERVICE				Document Number <b>G 49978</b>		
<b>ENGINEERING MANAGEMENT REPORTING SYSTEM MAINTENANCE RECORD</b>												
<b>General Information</b>		1. Open Date <b>3 / 29 / 02</b>		Time <b>1310</b>		2. Initials <b>JMM</b>		3. Response Priority (check one) <input type="radio"/> Immediate <input type="radio"/> Low <input type="radio"/> Routine <input checked="" type="radio"/> Not Applicable		4. Close Date <b>3 / 29 / 02</b>		
										Time <b>1315</b>		
5. Description <b>Activate new IBM AWIPS Linux workstation in EMRS.</b>												
<b>Equipment Information</b>		6. Station ID <b>ILM</b>		7. Equipment Code <b>AWLNX</b>		8. Serial Number <b>Example123</b>		9. TM <b>E</b>		10. AT <b>A</b>		
										11. How Mal. <b>999</b>		
12. EQUIPMENT OPERATIONAL STATUS TIMES		a. Fully Operational <input type="text"/>		b. Logistics Delay <input type="text"/>		Partly Operational		c. All Other <input type="text"/>		d. Logistics Delay <input type="text"/>		
										Not Operational e. All Other <input type="text"/>		
<b>13. Parts Failure Information</b>										<b>14. Work Load Information</b>		
Block #	a. ASN	b. NSN	c. TM	d. AT	e. How Mal.	f. Qty.	g. Maint. Hrs.	Type	Staff Hrs.			
1								a. Routine				
2								b. Non-routine				
3								c. Travel				
4								d. Misc.	<b>0:05</b>			
5								e. Overtime				
<b>Miscellaneous Information</b>		15. Maintenance Comments <b>Activate new AWIPS Linux workstation in EMRS.</b>									16. Initials <b>JMM</b>	
17. SPECIAL PURPOSE REPORTING		a. Mod. No.		b. Mod./Act./Deact.Date <b>3/29/02</b>		c.		d.		e.		
18. CONFIGURATION MGMT. REPORTING (use as directed)		ASN		Vendor Part Number (New Part)		Serial Number (Old Part)		Serial Number (New Part)				